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John W. Kure
Executive Director-Federal Regulatory

May 01, 2003

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RECEIVED

MAY - 1 2003

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

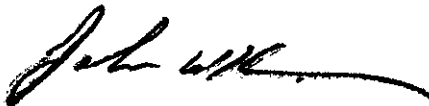
Pursuant to the FCC Orders¹ concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the first quarter of 2003. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,



cc: Ms. Janice Myles

Attachment

rec'd CT4

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	121076	Average Interval	176088	Average Interval
Due Dates Missed	1757	(In Days)	2962	(In Days)
% Due Dates Missed	1.45%	3	1.68%	4
		0		0
A2 - PBX				
Total Orders	831	Average Interval	6939	Average Interval
Due Dates Missed	26	(In Days)	252	(In Days)
% Due Dates Missed	3.13%	6	3.63%	7
		1		0
A3 - Centrex				
Total Orders	19449	Average Interval	28093	Average Interval
Due Dates Missed	338	(In Days)	428	(In Days)
% Due Dates Missed	1.74%	5	1.52%	6
		0		0
A4 - WATS				
Total Orders	194	Average Interval	882	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	0.00%	3	0.91%	4
		0		1
A5 - Mobile				
Total Orders	1	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	5	0.00%	3
		0		0
A6 - Feature Group A				
Total Orders	5	Average Interval	76	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	0.00%	3	9.21%	7
		0		5
A7 - Foreign Exchange				
Total Orders	289	Average Interval	527	Average Interval
Due Dates Missed	4	(In Days)	14	(In Days)
% Due Dates Missed	1.38%	3	2.66%	4
		0		0

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
B1 - Feature Group B			
Total Orders	0	Average Interval	61
Due Dates Missed	0	(In Days)	1
% Due Dates Missed	No Activity	0	1.64%
		0	18
			11
B2 - Feature Group D			
Total Orders	0	Average Interval	2565
Due Dates Missed	0	(In Days)	175
% Due Dates Missed	No Activity	0	6.82%
		0	21
			6
B3 - DID			
Total Orders	252	Average Interval	4449
Due Dates Missed	39	(In Days)	255
% Due Dates Missed	15.48%	16	5.73%
		0	13
			1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	3	Average Interval	104	Average Interval
Due Dates Missed	1	(In Days)	6	(In Days)
% Due Dates Missed	33.33%	10	5.77%	7
		0		0
C2 - Packet Synchronous Access				
Total Orders	36	Average Interval	7568	Average Interval
Due Dates Missed	0	(In Days)	363	(In Days)
% Due Dates Missed	0.00%	13	4.80%	12
		0		8
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	11	Average Interval	139	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	2	2.88%	5
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Orders	5 Average Interval	621 Average Interval
Due Dates Missed	0 (In Days)	114 (In Days)
% Due Dates Missed	0.00% 7	18.36% 15
	0	0
E2 - Telegraph 150 Baud		
Total Orders	0 Average Interval	0 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	No Activity 0
	0	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2003

AFFILIATE

ALL OTHERS

F1 - Voice, Non-Switched Line

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

48	Average Interval
4	(In Days)
8.33%	11
	10

F2 - Voice, Switched Line

Total Orders	12	Average Interval
Due Dates Missed	2	(In Days)
% Due Dates Missed	16.67%	13
		2

672	Average Interval
55	(In Days)
8.18%	10
	4

F3 - Voice, Switched Trunk

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

905	Average Interval
56	(In Days)
6.19%	18
	11

F4 - Voice and Tone, Radio Land Line

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

0	Average Interval
0	(In Days)
No Activity	0
	0

F5 - Data, Low Speed

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

81	Average Interval
1	(In Days)
1.23%	7
	2

F6 - Basic Data and Voice

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

1026	Average Interval
61	(In Days)
5.95%	10
	3

F7 - Voice/Data PSN Access Tie Trunk

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

135	Average Interval
9	(In Days)
6.67%	9
	7

F8 - Voice/Data SSN Access

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

83	Average Interval
41	(In Days)
49.40%	32
	6

F9 - Voice/Data SSN Intermachine Trunk

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

0	Average Interval
0	(In Days)
No Activity	0
	0

F10 - Data Extension, Voice Grade

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

	0	Average Interval
	0	(In Days)
No Activity		0
		0

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

	0	Average Interval
	0	(In Days)
No Activity		0
		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

	0	Average Interval
	0	(In Days)
No Activity		0
		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	11	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	12
		0		0
G2 - Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
G3 - Program Audio, 50-8000 Hz				
Total Orders	0	Average Interval	6	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	50.00%	24
		0		4
G4 - Program Audio, 50-15000 Hz				
Total Orders	1	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	2	33.33%	6
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
H1 - TV Channel 1 Way 15 kHz Audio					
Total Orders	0	Average Interval	38	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	5.26%	10	
		0		3	
H2 - TV Channel 1 Way 5 kHz Audio					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
I1 - Digital Voice Circuit		
Total Orders	4 Average Interval	90 Average Interval
Due Dates Missed	0 (In Days)	3 (In Days)
% Due Dates Missed	0.00% 7	3.33% 7
	3	2
I2 - Digital Data, 2.4 kbps		
Total Orders	0 Average Interval	91 Average Interval
Due Dates Missed	0 (In Days)	1 (In Days)
% Due Dates Missed	No Activity 0	1.10% 6
	0	0
I3 - Digital Data, 4.8 kbps		
Total Orders	0 Average Interval	3 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	0.00% 15
	0	0
I4 - Digital Data, 9.6 kbps		
Total Orders	0 Average Interval	325 Average Interval
Due Dates Missed	0 (In Days)	28 (In Days)
% Due Dates Missed	No Activity 0	8.62% 13
	0	8
I5 - Digital Data, 56 kbps		
Total Orders	0 Average Interval	64 Average Interval
Due Dates Missed	0 (In Days)	4 (In Days)
% Due Dates Missed	No Activity 0	6.25% 10
	0	1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	204	Average Interval	38294	Average Interval
Due Dates Missed	28	(In Days)	3025	(In Days)
% Due Dates Missed	13.73%	18	7.90%	14
		0		7

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2003

AFFILIATE

K1 - Dedicated Hicap Digital, 3.152 mbps

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

K2 - Dedicated Hicap Digital, 6.312 mbps

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

K3 - Dedicated Hicap Digital, 44.736 mbps

Total Orders	8	Average Interval
Due Dates Missed	2	(In Days)
% Due Dates Missed	25.00%	23
		0

K4 - Dedicated Hicap Digital, >45 mbps

Total Orders	67	Average Interval
Due Dates Missed	5	(In Days)
% Due Dates Missed	7.46%	11
		1

ALL OTHERS

	0	Average Interval
	0	(In Days)
No Activity		0
		0

	0	Average Interval
	0	(In Days)
No Activity		0
		0

	1868	Average Interval
	282	(In Days)
15.10%		16
		8

	221	Average Interval
	26	(In Days)
11.76%		17
		3

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	2873	Average Interval	12	Average Interval
Due Dates Missed	51	(In Days)	0	(In Days)
% Due Dates Missed	1.78%	11	0.00%	5
		1		0
L2 - Basic PAL				
Total Orders	2479	Average Interval	2595	Average Interval
Due Dates Missed	265	(In Days)	29	(In Days)
% Due Dates Missed	10.69%	16	1.12%	3
		1		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	129		121	
Average Interval in Hrs/Mns	8	2	4	15
A2 - PBX				
Total Tickets	75		860	
Average Interval in Hrs/Mns	2	3	2	48
A3 - Centrex				
Total Tickets	90		109	
Average Interval in Hrs/Mns	2	28	3	45
A4 - WATS				
Total Tickets	0		17	
Average Interval in Hrs/Mns	No Activity		2	0
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		48	
Average Interval in Hrs/Mns	No Activity		3	37
A7 - Foreign Exchange				
Total Tickets	51		279	
Average Interval in Hrs/Mns	1	35	2	30

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
B1 - Feature Group B			
Total Tickets	0		5
Average Interval in Hrs/Mns	No Activity		2 16
B2 - Feature Group D			
Total Tickets	0		187
Average Interval in Hrs/Mns	No Activity		1 17
B3 - DID			
Total Tickets	71		647
Average Interval in Hrs/Mns	2 36		2 22

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
C1 - Packet DDD Line			
Total Tickets	0	143	
Average Interval in Hrs/Mns	No Activity	1	14
C2 - Packet Synchronous Access			
Total Tickets	0	71	
Average Interval in Hrs/Mns	No Activity	2	25
C3 - Packet Asynchronous Access			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Tickets	3		39	
Average Interval in Hrs/Mns	0	55	4	46
D2 - Protective Relay				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
D3 - Control Circuit				
Total Tickets	0		1	
Average Interval in Hrs/Mns	No Activity		19	58

Quarterly ONA Maintenance Report

Qwest

1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	0	12
Average Interval in Hrs/Mns	No Activity	1 42

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	1		59	
Average Interval in Hrs/Mns	2	45	2	55
F2 - Voice, Switched Line				
Total Tickets	259		1488	
Average Interval in Hrs/Mns	3	4	3	13
F3 - Voice, Switched Trunk				
Total Tickets	156		1213	
Average Interval in Hrs/Mns	1	57	1	41
F4 - Voice and Tone, Radio Land Line				
Total Tickets	4		85	
Average Interval in Hrs/Mns	1	34	2	51
F5 - Data, Low Speed				
Total Tickets	2		77	
Average Interval in Hrs/Mns	2	45	2	28
F6 - Basic Data and Voice				
Total Tickets	18		3049	
Average Interval in Hrs/Mns	1	53	2	23
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		109	
Average Interval in Hrs/Mns	No Activity		1	38
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		21	
Average Interval in Hrs/Mns	9	15	1	5
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		7	
Average Interval in Hrs/Mns	No Activity		1	0

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz			
Total Tickets	0	7	
Average Interval in Hrs/Mns	No Activity	1	17
G2 - Program Audio, 100-5000 Hz			
Total Tickets	0	6	
Average Interval in Hrs/Mns	No Activity	4	37
G3 - Program Audio, 50-8000 Hz			
Total Tickets	6	39	
Average Interval in Hrs/Mns	2 21	2	34
G4 - Program Audio, 50-15000 Hz			
Total Tickets	0	37	
Average Interval in Hrs/Mns	No Activity	3	38

Quarterly ONA Maintenance Report
Qwest
1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	1		32
Average Interval in Hrs/Mns	1	10	1 9
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity		No Activity

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	6		61	
Average Interval in Hrs/Mns	1	54	1	28
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		66	
Average Interval in Hrs/Mns	No Activity		1	52
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		1	
Average Interval in Hrs/Mns	No Activity		0	10
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		169	
Average Interval in Hrs/Mns	No Activity		2	0
I5 - Digital Data, 56 kbps				
Total Tickets	10		3993	
Average Interval in Hrs/Mns	1	51	2	27

Quarterly ONA Maintenance Report
Qwest
1 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
J1 - Dedicated Hicap Digital, 1.544 mbps			
Total Tickets	256		12880
Average Interval in Hrs/Mns	3	13	2 40

Quarterly ONA Maintenance Report

Qwest

1 QTR 2003

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity	No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity	No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps			
Total Tickets	0	289	
Average Interval in Hrs/Mns	No Activity	1	30
K4 - Dedicated Hicap Digital, >45 mbps			
Total Tickets	1395	593	
Average Interval in Hrs/Mns	5 12	7	43

Quarterly ONA Maintenance Report
Qwest
1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	11636	41998
Average Interval in Hrs/Mns	12:08:00	12:21:00
Due Dates Missed	673	2905
% Due Dates Missed	5.78%	6.92%
A2 - PBX		
Total Tickets	91	1221
Average Interval in Hrs/Mns	11:33:00	11:34:00
Due Dates Missed	10	144
% Due Dates Missed	10.99%	11.79%
A3 - Centrex		
Total Tickets	4066	10656
Average Interval in Hrs/Mns	12:18:00	11:24:00
Due Dates Missed	378	1091
% Due Dates Missed	9.30%	10.24%
A4 - WATS		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	1:30:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	2
Average Interval in Hrs/Mns	No Activity	63:33:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A6 - Feature Group A		
Total Tickets	1	24
Average Interval in Hrs/Mns	43:26:00	10:36:00
Due Dates Missed	0	4
% Due Dates Missed	0.00%	16.67%
A7 - Foreign Exchange		
Total Tickets	45	274
Average Interval in Hrs/Mns	10:50:00	14:14:00
Due Dates Missed	1	26
% Due Dates Missed	2.22%	9.49%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
1 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	68
Average Interval in Hrs/Mns	No Activity	17:04:00
Due Dates Missed	0	26
% Due Dates Missed	0.00%	38.24%
